

# BMC Transaction Management Application Response Time v3.1

Incorporating transaction monitoring into Business Service Management

## BUSINESS BENEFITS

- > More meaningful alerts (through integration with BMC Service Impact Manager) means faster problem isolation and quicker service restoration, with specialists spending less time inefficiently diagnosing problems.
- > Understanding the impact of the IT infrastructure on application performance (through integration with BMC Performance Manager) allows for faster ROI for systems management automation, while also providing quantitative measures on the quality of service being delivered to end users.
- > Reports on application performance enable IT to communicate meaningful data on the quality of service to the business.

Featuring direct integration into BMC Performance Manager, BMC Service Impact Manager, and BMC Service Level Management, the latest release of BMC Transaction Management Application Response Time streamlines the addition of end-user transaction performance information into your Business Service Management (BSM) landscape.

## NEW INTEGRATIONS

BMC Transaction Management Application Response Time v3.1 features new integrations into other BSM solutions from BMC.

### BMC Performance Manager

- > Analyzes infrastructure and transaction metrics in one place
- > Isolates root causes more quickly

### BMC Service Impact Manager (or third-party event managers)

- > Provides greater event context in alerts (such as location-specific details)

### BMC Atrium Service Model and BMC Atrium Reporting

- > Connects to the “heart” of BSM
- > Ensures consistency of information across IT disciplines

## ADDITIONAL FEATURES

BMC Transaction Management Application Response Time v3.1 also includes improved alerting and reporting capabilities, as well as support for the latest enterprise protocols and infrastructure. New features include:

- > New built-in custom report generator (plus support for BMC Reporting Foundation Express), as well as standard reports provided out-of-the-box
- > Support for Oracle as the BMC Transaction Management Application Response Time database
- > New support for external user name password management (support for LDAP and Active Directory)

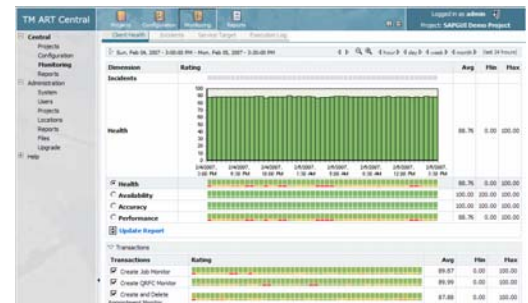


Figure 1. BMC Transaction Management Application Response Time provides an intuitive console to view transaction health.

## TIE-IN TO BEST PRACTICES AND BSM

Measuring and reporting application response times from an end user’s perspective is increasingly important to validate system performance and enable quantifiable management and reporting of service level agreements (SLAs). BMC Transaction Management Application Response Time v3.1 provides this capability, while also providing critical performance information about the infrastructure on which the business depends.

## SUPPORT FOR THE LATEST ENTERPRISE PROTOCOLS IN THESE AREAS

- > Web transactions
- > Internet
- > Terminal emulation (including mainframe)
- > ERP/CRM
- > Web services
- > Databases
- > Application servers
- > Terminal services (Citrix)
- > Java

## ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2006 revenues of more than \$1.49 billion. Activate your business with the power of IT. [www.bmc.com](http://www.bmc.com).

## TECHNICAL ENHANCEMENTS

- > **Synthetic user response time measurement**  
Detailed views of end-user experiences let you proactively trace and correct performance problems (based on specified rules) before they impair availability.
- > **Parallel transaction execution**  
Running scripts simultaneously eliminates the need for creative scheduling to accomplish accurate response time measurement.
- > **Background script execution**  
Users can run scripts on hosts being used for other purposes.
- > **Browser-based administration**  
Application administrators can configure application monitoring without having to learn specialized client interfaces.
- > **Web-based reporting engine**  
A wide range of users in your environment can access detailed application availability and performance statistics.
- > **Installation wizard**  
A simple wizard-based installation enables quick and easy deployment.

## PART OF A COMPREHENSIVE SOLUTION

BMC Transaction Management helps IT improve business service delivery by detecting, isolating, and resolving business transaction performance problems across the enterprise. BMC Transaction Management Application Response time is part of this comprehensive BMC offering, which also includes:

- > BMC Transaction Management Real Experience Monitor
- > BMC Transaction Management Root Cause Analysis
- > BMC MAINVIEW Transaction Analyzer



To learn more about how BMC can help activate your business, visit [www.bmc.com](http://www.bmc.com) or call (800) 841-2031

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